

# My Health Matters<sup>®</sup>

**Look  
Inside for  
Coupon**

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*Health New England How Can We Help?<sup>®</sup>*

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**We're sending you a shorter  
issue of *My Health Matters*  
to make room for our 2010  
Healthy Cooking Calendar.  
We hope you enjoy the  
recipes and have a healthy  
New Year!**

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# Healthcare Reform and Massachusetts

## Questions about Healthcare Reform?

Watch a candid discussion with  
Peter Straley, HNE's President and  
CEO. Learn what the national  
reform bill will mean to us here  
in Massachusetts.

Go to [hne.com](http://hne.com), click ***Our Story***,  
then click ***Media***.



## Introducing Our Expanded Fitness Reimbursement

HNE's making it easy for you to get  
more out of your health insurance. We  
are expanding our Fitness and Weight  
Watchers® Reimbursement Program.

As of January 1, you and your  
covered family members can  
receive reimbursement for:

- Fitness Club Memberships
- Weight Watchers® (online, at work,  
and traditional)
- **New!** Personal Trainer Fees

- **New!** Aerobic and Wellness Classes
- **New!** School and Town Sports  
Registration Fees

HNE also has removed the four-month  
waiting period for reimbursement  
requests. Maximum reimbursement  
is \$150 per family per calendar year.  
Reimbursement forms are available on  
our web site, [hne.com](http://hne.com). You also can call  
HNE Member Services to ask for a form  
at 413-787-4004 or 800-310-2835.

## Rays of Hope A Walk Toward the Cure of Breast Cancer

The Rays of Hope Walk on October 25th  
was a huge success!

More than 15,000 people walked in  
Springfield and Greenfield. The event  
raised over \$900,000 for the care and  
treatment of breast cancer patients and for  
cancer research in Western Massachusetts.

HNE was the presenting sponsor for the  
Rays of Hope Walk. Many HNE members  
and employees participated.

HNE also held a Pink & Denim Day in  
advance of the walk to show support and  
increase awareness of breast cancer and  
raise much needed dollars to support the

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Rays of Hope- A Walk Towards the Cure of Breast Cancer  
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Rays of Hope Mission. Employees who donated \$3.00 were allowed to wear denim to work that day and were given a pink sticker to wear that showed their support.

Why does HNE supports the Rays of Hope effort:

1. 100% of the funds raised from the Rays of Hope Walk are used locally in Western Massachusetts.
2. Rays of Hope has funded over \$1.6 million in breast cancer research projects.

3. Rays of Hope provides funding to the breast health programs at Baystate Regional Cancer Program's Comprehensive Breast Center, Baystate Franklin Medical Center, and Baystate Mary Lane Hospital, as well as several community organizations including Cancer House of Hope and Cancer Connection.



# Hockey Night In Springfield!

## HNE is Sponsoring a Hockey Night with the Springfield Falcons



You don't have to wait for a boxing match to see great hockey!

**WHEN:** Saturday, January 30th, 7:30 p.m.

**WHERE:** Mass Mutual Center, 1277 Main Street, Springfield, MA

### COME SEE THE SPRINGFIELD FALCONS TAKE ON THE PROVIDENCE BRUINS



The first 1,000 kids 14 and under through the turnstiles on the night of the game will receive a very cool toy – a miniature Zamboni ice-smoothing machine with the Falcon's logo and the HNE logo!

Tickets are discounted to \$10.00 from the regular box office price of \$17.00. The deadline to purchase discounted tickets is Wednesday, January 27th.

For tickets, please contact the Springfield Falcons, Chris Thompson, 413 739-3344, ext. 109.

## BRIGHT NIGHTS AT FOREST PARK!



THIS COUPON IS GOOD FOR

**\$3<sup>00</sup> OFF**

ONE BRIGHT NIGHTS  
ADMISSION\*

\* Excludes buses or mini buses

### OPEN

Sun-Thurs • 5pm – 9pm

Fri, Sat & Holidays • 5pm – 11pm

*(Holidays: Thanksgiving Day,  
Christmas Eve, Christmas Day,  
New Year's Eve, New Year's Day)*

Buses by Reservation

5pm – 6pm

### ADMISSION

\$15 per vehicle • Mon - Thurs

\$18 per vehicle • Fri - Sun &  
Holidays

\$70 per 17- 30 passenger  
capacity bus

\$150 per 31+ passenger  
capacity bus

Valid November 26, 2009 through  
January 2, 2010.

Bright Nights at Forest Park is presented by  
the Spirit of Springfield & the Springfield  
Department of Parks, Buildings and  
Recreation Management

[brightnights.org](http://brightnights.org)

# HNE Among Top 10 Health Plans In America – 3 Years Running (according to *U.S News & World Report America's Best Health Plans 2009-10*)

For the **third year in a row**, HNE placed **among the top ten health plans in the nation** according to the *U.S. News & World Report/NCQA America's Best Health Plans*<sup>1</sup> 2009 ranking. HNE ranked 8th among the 239 plans reviewed. Each year, *U.S. News & World Report* magazine works with the National Committee for Quality Assurance (NCQA) to determine the rankings. Health plans are rated on a variety of measures, including access to care and service, overall member satisfaction, preventive care and overall quality.

But that's not all...

On top of that, for the **second straight year**, according to the NCQA Quality Compass<sup>®2</sup> report, HNE **achieved the highest ratings** of any Massachusetts commercial HMO/POS plan in the **"Customer Service"** composite measure. NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes physicians in key clinical areas.

Peter Straley, President and CEO of HNE, said, "We have a long term commitment to this community – one that includes delivering

excellent service and value to our members. We're proud that national rankings have reflected this commitment on an on-going basis. We appreciate the support of our provider, employer, and member communities, and of course the hard work and dedication of our employees."

<sup>1</sup>U.S. News/NCQA America's Best Health Insurance Plans 2009-10.

"America's Best Health Insurance Plans" is a trademark of U.S. News & World Report.

<sup>2</sup>The source for data contained in this publication is Quality Compass<sup>®</sup> 2009 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2009 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).